

## System Security

**SMARTWebMove** meets stringent Federal security standards. Your move information is protected with some of the same safeguards used by banks and credit cards companies.

Safe data storage on a secure server.

Password protected so only you can access your record.

PKI-certified server encrypts your data and protects your personal information from unauthorized use.

**SMARTWebMove** is sponsored by the Naval Supply Systems Command (NAVSUP) and administered by the Fleet and Industrial Supply Center (FISC) San Diego. **For more information**, contact the FISC San Diego Personal Property Office or visit our web site at [www.sd.fisc.navy.mil](http://www.sd.fisc.navy.mil). Under Service, select Personal Property.

## How to use SMARTWebMove

It's easy to arrange your online move using **SMARTWebMove**. Here are the steps:

Log on to **SMARTWebMove**.

Set up your user account.

Enter pick-up and delivery information and your preferred move date.

Review online entitlement information.

Submit your application.

Send your orders and other support documents (if required).

A Personal Property Office counselor will retrieve your application and contact you by e-mail about your move.

Once the move is booked, you will be contacted with your approved pickup date and the name of the moving company.



Fleet and Industrial Supply Center, San Diego  
937 N. Harbor Drive, Suite 310  
San Diego, CA 92132-0310

[www.smartwebmove.navsup.navy.mil](http://www.smartwebmove.navsup.navy.mil)



*Your Navy household  
goods move  
just got easier...*



*Arrange your move  
online any place,  
any time!*



A service provided by Fleet and Industrial Supply Center, San Diego  
A field activity of Naval Supply Systems Command



is an online program that eligible active-duty Navy service members and their families can use to arrange routine basic moves from San Diego to a new duty station or homeport within the Continental United States (CONUS). You can access the program 24-hours a day, seven days a week from home, work, on board ship or anywhere you have Internet access



### Who is eligible to use SMARTWebMove?

Initially the program will serve active-duty Sailors and their families with PCS orders originating in the San Diego area and a final destination anywhere in the Continental United States (CONUS). As the program expands, other origins and destinations will be added. Shipments originating at other FISC sites within CONUS will come online in fiscal year 2002.



### Benefits of using SMARTWebMove

**The customer is in control.** Access 24-hours a day, seven days a week eliminates the need to schedule an appointment and visit a Personal Property Office (PPO) to set up a move.

**A User ID allows easy access.**

Customers can enter and exit the program and work on the application as often as they want until final submission.

**Service members receive custom entitlements counseling** based on orders and the Joint Federal Travel Regulations (JFTR) that can be reviewed at their convenience.

**There's less paperwork.** The customer can arrange up to three (3) shipments with a single application.

**Help is at your fingertips.** The help system can be accessed on every page. It contains information on entitlements, move-related tips and how-to's for using SMARTWebMove.

**High touch and high tech.** The move application is automatically sent to the correct PPO for review by staff. Customers are contacted via e-mail to let them know the status of their application and to provide information on the final approved move arrangements.

### To arrange your household goods move online, you will need to have the following items readily available:

Your PCS orders.

Proof of Dependents (page 2 from your service record).

(Agent Only) - Current original Power of Attorney.

An e-mail address for the member or applicant that will be in effect until the move date.

**SMARTWebMove** features make online entitlements counseling and move planning fast and simple:

Radio Buttons and Checkboxes for easy input.

AutoFill feature fills in repeat information for you.

Easy Edit allows you to make as many changes as you need until final submission.

AutoSave feature automatically saves data as you go.

Status Bar records what's completed.

Multi-session Access allows you to exit the program and log back in later as often as needed to complete your application.

To access SMARTWebMove, go to

**[www.smartwebmove.navsup.navy.mil](http://www.smartwebmove.navsup.navy.mil)**

### Your Navy Household Goods Entitlement and SMARTWebMove

New users start **SMARTWebMove** by answering a short questionnaire about their orders and moving plans to determine their eligibility to use the program. **SMARTWebMove** is designed to service basic station-to-station moves. If you are eligible to use the program, you will be given a summary of your full Navy entitlement and the options that are available in **SMARTWebMove**. If you are not eligible for the program, just contact Personal Property for an appointment. Your Navy entitlement does not change.

